



Cochrane Consumer Network

Delivery Plan

2016 to 2020

MONITORING

November 2018

	Priorities	Objectives	Success criteria	Timescale	Progress to date	Status
Priority 1.0 Develop and adopt a statement of principles about consumer involvement in Cochrane						
1.1	Reaffirm Cochrane's commitment to consumer involvement by involving people inside and outside the organisation leading to a Cochrane statement of principle for consumer involvement, to which the entire Cochrane organisation can commit.	Task group to be established from Cochrane groups – Review Groups, Fields, Centres, CET. Series of blog pieces, Twitter chats, webinars and face to face meetings to co-produce a statement of principles.	Policy statement agreed by Cochrane Board	Begins January 2016 Completed by October 2016	Statement of Principles now approved (July 2017). Online at http://consumers.cochrane.org/news/statement-principles-consumer-involvement-cochrane Have posted on social media and will send to consumers in July newsletter. Discussing best way to more broadly promote it internally and externally with Comms. Team.	  COMPLETE
Priority 2.0 Integrate consumer involvement and representation in decision-making groups at all levels in Cochrane						
2.1	Work towards embedding consumer involvement in governance at all levels and in all Cochrane groups.	Governance review changes the way that stakeholder groups are represented. New Cochrane Council will change this. Opportunities exist for greater consumer representation in Cochrane groups	Position paper to CE October 2016. Implementation from 2017.	Begins January 2016 and implementation from 2017	<ul style="list-style-type: none"> Contributed to consultation on governance reform Two consumer representatives identified for membership of Cochrane Council and took up role at Mid-Year Meeting 2017 Executives' structure to be reviewed Winter 2018 	 COMPLETE

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2.2	Work closely with Centres and Branches, through the Centres Executive, to establish an enhanced and invigorated consumer network and to develop the role of Centres and Branches in supporting consumer involvement and growth ensuring that it is evolutionary in level of involvement, managed sensitively and takes into account Centre capacities, organisational and local culture.	<p>Arrange meeting with Centres Executive to secure way forward for implementation.</p> <p>A Task Group of key and interested stakeholders to be established.</p> <p>Draft plan developed for consideration at Seoul Colloquium and meeting with Centres Executive.</p> <p>Financial resources, including a potential "Challenge Fund" to support building capacity for the enhanced Centre role.</p> <p>Pilot new process with 2 Centres and evaluate.</p>	Analysis of Centres' capacity. Pilot activity with one willing Centre in 2016 with roll out to three planned from 2017.	Task Group established January 2016 Analysis begins March 2016, completed June 2016 Pilot activity begins June 2016 Rolled out to three 2017 and more thereafter	<ul style="list-style-type: none"> Paper discussed at Cochrane Colloquium CE meeting October 2016 First meeting of Centre Involvement Task Group scheduled for July 2017. Significant interest already identified from a number of Centres including Canada (Keen to be a 'Pathfinder' in working with CE. Other Centres include UKCC, Croatia, USA. Survey undertaken Summer 2018 and report completed November 2018. Possible meeting of Consumer Executive/Centre representatives at Mid-year meeting, Krakow, April 2019 £10,000 for challenge fund indicatively included in draft budget for 2019 	

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		Closely linked to 2.3 establish a network of "Consumer Champions".				
2.3	Establish a network of "Consumer Champions" to promote consumer involvement through Centres and Branches	<p>A Task Group to be established of key and interested stakeholders as above to develop work in this area.</p> <p>Possible Consumer Champion roles could include: regional representation linked to Centres and Branches; also advocating for EBM; supporting consumer recruitment; mentoring and potentially other/multiple roles.</p>	Role descriptor and specifications for Consumer Champion role. Network of Consumer Champions established.	Establish Task Group as in 2.1 January 2016 Begin work in developing role descriptor and person spec in March 2016. Recruit to roles from June 2016 and in place by October 2016.	<ul style="list-style-type: none"> CE Seoul agreed to support establishment of a task group to begin development of this work with RM/NF leading Initial kick-off meeting held with NF February 2017 Developing proposals to be tabled at Mid-Year meeting, including scope, roles, learning needs, identifying potential Centre partners etc. Meeting scheduled with Therese Docherty UKCC re sharing resources Second meeting of full Task Group scheduled for July 2017. Further developments dependent on outcome of Centre survey and discussions. (See 2.2) 	 
2.4	Develop a reformed Consumer Network Executive and ensuring a smooth transition		Proposals developed for a re-structured CE.	Begins March 2016 with implementation from March 2017.	<ul style="list-style-type: none"> Executives review scheduled for Winter 2018. 	 

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	from the existing network structure.		Implementation from 2017. Consultation on proposals. New CE established from March 2017.		<ul style="list-style-type: none"> Issue identified in draft Council paper for submission to November 2018 meeting 	
2.5	Develop an understanding of current capacity and activity within regions and develop an action plan based on the results of the Structure and Function Review and Strategy to 2020. Support the increase of consumer involvement, with systems for monitoring progress against objectives.	A Task Group to be established of key and interested stakeholders as above.	A completed analysis of the capacity of Centres to undertake consumer involvement activities. Good practice examples. A priority list of Centres willing to move forward with increased consumer involvement.	Begins March 2017.	<ul style="list-style-type: none"> Linked to Centre activity. See 2.2. 	
Priority 3.0 Support consumer involvement throughout the entire review production and evidence dissemination process						
3.1	Develop improved communication with Review Groups about their needs and the	Attendance at CRG ME Executive meetings	Improved communication with Review Groups.	Ongoing	<ul style="list-style-type: none"> Attended ME meeting at 2015 Colloquium and ME Exec at London Mid-year meeting 2016 and summer 2017 and 2018. 	  COMPLETE

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	consumer support that is available.	Identify with ME Exec a number of joint projects for development including on consumer recruitment, training, etc.	Agreed process put in place.		<ul style="list-style-type: none"> ACTIVE project, developing consumer involvement resources for authors, presented to a meeting in 2018. ACTIVE2 bid has a member of ME Exec as collaborator. Submitted 2 bids jointly with Marlene Stewart, convenor of ME Exec. and delivered 1 at Edinburgh Colloquium Possibility of working together on Peer Review month, 2019 	
3.2	Work towards ensuring consumers are as representative as possible with respect to gender, age, ethnicity, disability, sexual orientation, socio-economic status, spoken language, and geographic location.	<p>Once Cochrane Membership established, develop a range of demographic monitoring criteria.</p> <p>Work with CRGs, MEs and Fields to determine potential for targeted recruitment and develop recruitment plan.</p>	Recruitment Plan for recruiting and involving a more diverse range of consumers.	Begins March 2017. Plan in place December 2017.	<ul style="list-style-type: none"> Shared this issue with Cochrane Membership team and identified a range of potential demographic monitoring criteria for new Scheme June 2016 Dependent on implementation of Cochrane Membership See objective 4 	○
3.3	Work with Review Groups, authors, Fields and Centres in a phased and targeted	Develop recruitment process with CRGs. Possible pilot with volunteer CRGs.	Recruitment Plan	Q1 2019	<ul style="list-style-type: none"> Linked to Membership Scheme development now likely to launch for consumers 2019 	⚠

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	programme of recruitment, especially in low-income and non-English speaking countries.					
3.4	Work with authors, consumers, Review Groups, the Project Transform team and others to facilitate new ways of involving consumers throughout the review process.	<p>Continue to work with Task Exchange team to build consumer involvement, including encouraging consumer registration to Task Exchange and posting of consumer-related tasks.</p> <p>Maintain involvement with Cochrane Crowd and promote to consumers as opportunity for contributing to Cochrane.</p>	Policy Statement agreed CSG. New training resources developed. Project Transform online.	Policy statement October 2016. Annual Surveys developed and undertaken in December annually.	<ul style="list-style-type: none"> Continuing to work closely with Task Exchange on Consumer tasks and promoting partner involvement too (e.g. WikiRecs/MAGIC project) Continuing to build relationship with COMET and this is a possible way to involve consumers earlier in process. Delivered joint workshop at UK Cochrane Symposium on outcomes important to patients, now written joint blog/paper on issue for publication (esp. in light of NIHR report) Project ACTIVE will be helpful in extending consumer involvement Task Exchange campaign in November/December 2018 and Peer Review month March 2019 	 

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3.5	Work with consumers, Review Groups, Centres, Fields and external partners to spread good practice and encourage involvement throughout the research cycle. In particular, in the areas of prioritisation, outcome identification and dissemination (including knowledge translation and knowledge mobilisation).	<p>Develop and support delivery of project ACTIVE. Ensure good practice examples are published and available to CRGs and authors to support consumer involvement.</p> <p>Establishment of Cochrane Consumer ‘community of practice’ to facilitate interest in and sharing and spread of good practice in community involvement.</p> <p>Work with partners to develop projects that involve consumers in the production and dissemination of Cochrane evidence</p>	Policy Statement agreed CSG. New training resources developed. Project Transform online.	Policy statement October 2016. Annual Surveys developed and undertaken in December annually.	<ul style="list-style-type: none"> Supporting development of ACTIVE project which aims to gather examples of good practice, and build resources to support effective consumer involvement. Learning module structure now designed and meeting to be held in March 2017 to kick off build of online resources. http://training.cochrane.org/ACTIVE ACTIVE project web resources now complete https://training.cochrane.org/involving-people New “Consumer involvement practitioners” hub developed at https://forums.cochrane.org/c/c/consumers and this will be linked to new ACTIVE learning resources as repository for toolkits, resources etc. to support consumer involvement Proposal to develop a community of practice in 2019, led by Consumer and Communication CRG (2019) MUSE and ACTIVE2 projects, identifying methodologies for involving consumers in 	 

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					guidelines and evidence synthesis.	
3.6	Encourage Review Groups to record their experience, to capture the impact of consumer involvement and to publish where possible.		Reports on Review Groups' consumer involvement activities to be made available to the CE. Literature review.	Annual survey December. Literature review 2020.	<ul style="list-style-type: none"> ACTIVE2 seeks to address gaps and promote reporting of consumer involvement 	○
3.7	Consider conducting research in order to understand what makes effective consumer involvement in the production and dissemination of Cochrane evidence (including knowledge translation and knowledge mobilisation).	Identified as lower priority at London Mid-year meeting	Research in to the impact of consumer involvement.	Research in to the impact of consumer involvement begins June 2018.	<ul style="list-style-type: none"> Supporting ACTIVE project, funded through training budget. A systematic scoping review of the evidence for consumer involvement in organisations undertaking systematic reviews: focus on Cochrane published by Research Involvement and Engagement Journal published January 2017 https://researchinvolvement.biomedcentral.com/articles/10.1186/s40900-016-0049-4 Stakeholder involvement in systematic reviews: a protocol for a systematic review of methods, outcomes and effects Pollock et al 2017 https://researchinvolvement.biomedcentral.com/articles/10.1186/s40900-016-0049-4 	○

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					medcentral.com/articles/10.1186/s40900-017-0060-4 <ul style="list-style-type: none"> Final ACTIVE report accepted for publication https://www.researchgate.net/publication/328476993_ACTIVE_Final_Report 	
Priority 4.0 Contribute to the development of Cochrane Membership to ensure the scheme offers maximum opportunities for consumer engagement and involvement						
4.1	Engage with the new Cochrane Membership in a way that facilitates new and effective ways of consumer involvement and includes means of capturing accurate data about levels of involvement.	Work with new Membership team to ensure scheme is established that meets needs of consumers, encourages consumer involvement, and facilitates consumer engagement with Cochrane evidence	New Cochrane Membership with consumer section.	Work with Membership development team from January 2016 to launch.	<ul style="list-style-type: none"> Kick off meeting 2016 Membership launched Colloquium 2017 Shared list of full consumers 'tasks' from SFR and literature review (Morley et al, 2016) and consumer survey Membership thresholds agreed August 2018 'Join' website to be revisited end 2018/2019 with consumer 'journey' required. Once launched, plan is to work with Review Groups in targeted programme of recruitment, and learning (e.g. already discussing with CMD CRG) 	 
Priority 5.0 Build on and develop new programmes of support for Cochrane consumers						

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5.1	Build a programme of mentoring support for new consumers.	<p>Mentoring Scheme Task Group to be formed, in order to develop present draft scope in to fully formed programme.</p> <p>Recruit, induct and support mentors.</p> <p>Begin process of supporting new consumer contributors.</p>	Mentoring scheme established.	Task group established April 2017. Mentoring scheme commences October 2017.	<ul style="list-style-type: none"> Draft mentoring scheme outline produced. Discussed at CE meeting Seoul Colloquium October 2016 and identified for development in 2017. Joy Oliver shared example of similar mentoring scheme guidance and on agenda for Mid-year Meeting 2017. Discussed with training team who are also developing mentoring scheme resources, for potential collaboration. Meeting of Mentoring Task Group scheduled for August 2017 NFA as awaiting outcome of work with Centres 	
5.2	Review the effectiveness of the Consumer Stipend process to meet the strategic need to improve the involvement of consumers in the research process.	<p>Establish task group to review consumer stipend and identify scope.</p> <p>Undertake initial review to improve existing process in time for 2016 Colloquium applications (March 2016)</p>	Revised application process and criteria.	Begins January 2016. Ends March 2016.	<ul style="list-style-type: none"> Task group formed involving Richard Morley, Nancy Fitton, Maria Burgess, Maya Sapir, Jordi Pardo, Julianne Ried. Scope of group agreed and initial review to improve application process agreed for applications to 2016 Colloquium. COMPLETE 	  COMPLETE

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		Undertake a more rigorous evaluation for 2017 process.				
5.3	Develop training resources for consumers, Review Groups and centres to promote involvement and in particular to promote innovation in involvement throughout the review process (e.g. priority setting, outcome identification and dissemination)	<p>Work with Training team to develop a learning and skills framework.</p> <p>Review existing training materials and re-present to ensure they are up to date, on brand etc.</p> <p>Develop new training materials as necessary.</p>	New online and group training materials.	Commenced 2015. Completed by 2020.	<ul style="list-style-type: none"> Working with Chris Watts of Training team. Initial scoping of task undertaken and project plan completed. Existing training materials reviewed and re-presented as a collection at https://training.cochrane.org/online-learning/consumer-involvement Skills and Competencies Framework co-produced http://consumers.cochrane.org/healthcare-users-cochrane Developing consumer learning resources. Raw content for initial modules co-produced with consumer. Now being turned into online resources. See https://eu1.gomolearning.com/builds/67206/preview/3939a4faca-bbc9d04073616d81424b402e87a563264913256a/index.htm?gomPreview=true&loggingEnabled=true&sharelink=true 	 

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					<ul style="list-style-type: none"> Launched Q1 2019 	
5.4	Work with consumers, Review Groups and Centres to develop effective processes of support for consumers including recruitment, training, mentoring and ongoing communication.	<p>Revisit and update consumer welcome pack.</p> <p>Develop improved learning process and resources as at 5.4 above.</p> <p>Develop mentoring scheme as at 5.1.</p>	Resources and support developed that meets the needs of consumers and Review Groups	Ongoing	<ul style="list-style-type: none"> See 5.3 	
5.5	Develop a range of measures to understand the consumers' experience including undertaking an annual survey of consumer satisfaction in order to improve practice.		Develop measures that capture consumers' experience. Annual survey including a measure of consumer satisfaction.	Survey to be conducted 2019 in preparation for new post 2020 strategy	Survey to be conducted 2019 in preparation for new post 2020 strategy	
Priority 6.0 Improve communication with Cochrane consumers						
6.1	Develop an improved communication strategy incorporating the effective use of social media to improve the experience	Work with communications team to review outward facing website and to produce new	Improved communications strategy.	Begins June 2016. Ends December 2016	<ul style="list-style-type: none"> Regular news digests relaunched January 2016 and issued each month. Improvements to website include Infographic about Cochrane and consumer 	

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	of being a Cochrane consumer.	consumer pages on community website, also to review social media and newsletter. Restart monthly news bulletins. Produce quarterly newsletters.			<p>involvement http://consumers.cochrane.org/healthcare-users-cochrane and Help using Evidence http://consumers.cochrane.org/help-using-evidence</p> <ul style="list-style-type: none"> Active social media presence continues at @cochraneconsumer >4000 followers November 2019 and Facebook https://www.facebook.com/groups/188375461224285/about/ 852 members 	
Priority 7.0 Build effective external partnerships						
7.1	Work to develop strong partnership arrangements with a range of organisations that can support consumer involvement in Cochrane, in line with the Cochrane Partnership Strategy	Develop a framework for Consumer Partnership Development. Identify two potential partnerships for immediate development. Explore potential of an international patient involvement	Key partnerships developed at a regional and at a global level, including a new, strategic international consumer involvement network	Begins January 2016. Ends September 2017.	<ul style="list-style-type: none"> Framework for Consumer Partnership Development drafted and tabled at 2016 Mid-year meeting. Shared with Partnerships coordinator. Developing relationships with a number of partner organisations including: <ul style="list-style-type: none"> COMET Choosing Wisely James Lind Alliance. INVOLVE International Network for patient involvement and engagement in 	 

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		network for launching at Global Evidence Summit 2017.			<ul style="list-style-type: none"> health research launched November 2017 Over 200 organisations have expressed an interest Vision, Mission and objectives agreed July 2018 Comms strategy agreed November 2018 Website/social media/business plan to be developed at away day December 2018 Formal launch 2019 See https://consumers.cochrane.org/news/international_network 	
Priority 8.0 Increase awareness of evidence-based medicine and the use of Cochrane evidence among consumers worldwide						
8.1	Contribute to the development of the Cochrane Knowledge Transfer/mobilisation strategy and work with authors, review groups and centres to identify and build on good practice in raising awareness of evidence based medicine and the use of Cochrane	Support the development of the Knowledge Transfer strategy	Knowledge Transfer/mobilisation strategy	Commence 2017 Complete by October 2018.	<ul style="list-style-type: none"> Consumers identified as one of four key groups in KT strategy. Part of KT working group 'Growing Capacity in our Users' 2018 a Patients Included Colloquium with 50 consumers attending, 30 workshops and 2 special sessions on consumer involvement-related topics 2019 UKCC Symposium to build on Patients Included work 	 

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	evidence amongst consumers and the public.					

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